

We welcome your enquiries and provide the following guidance to assist your exploration of our collections in all of their range and depth.

Akaroa Museum encourages access to its collections and services, both intellectually and physically, but must weigh the right of access against the physical and cultural well being of the collections. A fuller explanation of the Museum's approach to researchers and their enquiries is covered by the Akaroa Museum Research and Access Policy (available on request).

Museum Hours and Access

Akaroa Museum is open to the public seven days a week, 364 days of the year, and many of the Museum's resources (including objects on display, genealogical material, copy photographs and general history) are accessible to researchers during those hours.

However access to the collections in storage is by appointment only, generally during normal business hours, Monday to Friday.

Making an Appointment

You will receive a more thorough and considered response to your enquiry if you make contact with the Museum prior to your visit.

We need to plan for your visit so that we can:

- accommodate you
- locate the objects and material that you require
- consider any special conditions related to accessing objects for cultural, intellectual, or conservation reasons
- assemble provenance and other details related to museum documentation
- provide interpretation of the objects or associated data for you.

Please contact the Museum by email or telephone in advance of your visit:

phone 03-304-1013 or email akaroa.museum@ccc.govt.nz

Restrictions on access

The Museum allows access to all of its collections unless there is a valid reason for a restriction. Reasons for restricting access include:

- access to the collections will not assist you in your enquiry
- access is precluded by conditions imposed by the donor/lender of the object or material
- complying with your enquiry would be unethical
- more information about your research method or research outcomes are required, for example in the case of destructive testing. In these cases a more formal research proposal may be requested (the format of this will be discussed with you)

- your request would threaten the integrity of the object(s). In these cases physical access may be provided by means of a copy in another medium
- your request would contravene an embargo or a cultural prohibition
- your request requires wider consultation, e.g. with Onuku runanga, before permission can be granted

Handling

Staff will advise you about handling any original material you may need to access. Always have clean hands, and do not bring food or drink with you into the Museum.

Recording enquiries

For auditing, security and reporting purposes the Museum will record your research enquiry. Your contact details may be retained for the same purposes, and in case information that may further your research comes to light at a later date.

Charges for use of collections

The Museum makes its collection freely available for research purposes but reserves the right to recover actual and reasonable costs associated with research requests. These may include providing photocopies or digital scans. Charges are also made for the use of our research service, the supply of photographs and for the commercial use of material from the collection.

- **Research service**
If you are unable to visit the Museum in person, our staff can offer you a research service. An initial search fee is charged, and an hourly fee thereafter. Any other associated costs, such as photocopying, will be additional. Applicable fees are available on request.
- **Photographs**
Digital copies or photographs can be made of collections, but may incur a fee. Supply of an image does not mean you have permission to publish or reproduce the image.
- **Commercial use**
In the case of requests for information, images or other material which is to be used for commercial purposes (including publications, film or video, advertising and promotion), reproduction fees will be charged. Applicable fees are available on request.

Researchers' responsibilities

- Please come to us with as clear a research question as possible.
- If you are from a school, tertiary educational or academic institution, please let us know the name of your institution, your teacher/supervisor, and how your research contributes to your course of study.
- Please understand that collections access is a resource heavy request, taking up time before, during and after your visit, and draws on the individual expertise and knowledge of our staff.
- Respect that staff may be unable to answer some or all of your questions.
- We would like you to share your findings with Akaroa Museum so that we have a record of the research outcomes associated with our collections, and can share that knowledge through exhibitions, displays and by answering others' enquiries.
- Researchers accessing collections are asked to follow the staff members instructions and advice while in the collections store. Be aware that you may be asked to wash your hands before you are given access to the collections, and may have to wear gloves.
- Use a pencil rather than pen to record any notes.